



## Nebraska WIC Program



### WIC VENDORS' UPDATE – GROCERY STORE EDITION September 2010

**This update contains:**

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**Formula Changes & Updates.....page 4**

**WIC Training Reminder.....pages 5 - 6**

**WIC website address: [dhhs.ne.gov/wic](http://dhhs.ne.gov/wic)**

### New Foods & Inventory Changes Coming October 1, 2010

#### Tortillas Added to WIC Approved Food List

- **16 ounce package only**

#### Authorized Brands 100 % Whole Wheat Tortillas – 16 ounce

Best Choice	Chi Chi's	Mission
Carlita	Don Pancho	Ortega
Celia's (Refrigerated section)	Hy-Vee	Shurfresh
	La Banderita	

#### Authorized Brands Corn Tortillas – 16 ounce

Best Choice	Don Pancho	La Burrita
Carlita	Hy-Vee	Mission
Celia's	La Banderita	Shurfresh
Chi Chi's		

**Inventory Requirement: 4 - 16 ounce packages of any of  
the authorized tortilla brands**

**16 ounce package  
only  
No hard shells**



## New 100% Whole Wheat Breads and Buns Added to the WIC Approved Food List

<b>New Authorized Brands Effective October 1, 2010 16 ounce package</b>	<b>Existing Authorized Brands 16 ounce package</b>
Family Choice 100% Whole Wheat Bread	Best Choice 100% Whole Wheat Enriched Bread
Hy-Vee 100% Whole Wheat Bread	Pepperidge Farm Stone Ground 100% Whole Wheat Bread
Our Family 100% Whole Wheat Bread	Pepperidge Farm Swirl 100% Whole Wheat Cinnamon with Raisins Bread
Pepperidge Farm Whole Grain Rye Seeded Bread	Pepperidge Farm Very Thin 100% Whole Wheat Bread
Sara Lee 100% Whole Wheat Hamburger Buns	Roman Meal 100% Whole Wheat Bread
Sara Lee 100% Whole Wheat Hot Dog Buns	Sara Lee Classic 100% Whole Wheat Bread
Shurfresh 100% Whole Wheat Bread	Wonder Soft 100% Whole Wheat Bread
Village Hearth 100% Whole Wheat Bread	

**Inventory Requirement: 4 – 16 ounce packages of any of the authorized brands**

## Infant Foods Added to Authorized Food List

<b>New Infant Fruit &amp; Vegetable Brands 4 ounce containers (single or twin-pack)</b>	<b>Existing Fruit &amp; Vegetable Brands 4 ounce containers (single or twin-pack)</b>
Parent's Choice	Beechnut
up & up	Gerber
	Hy-Vee
	Nature's Goodness

Authorized **4 ounce containers** in the twin packs are only available in the following brands: Hy-Vee, Parent's Choice, and up & up

### **Inventory Requirements:**

**1-10 Front End Registers: 32 jars total; any authorized brands, 2 varieties fruit and 2 varieties vegetables**

**11+ Front End Registers: 64 jars total; any authorized brands, 4 varieties fruit and 4 varieties vegetables**



**The check will allow a choice of bread, tortillas, or brown rice**

PARTICIPANT ID <b>654321</b>	PARTICIPANT NAME <b>TAYLOR, JALANI</b>	AGENCY/CLINIC <b>000/00</b>	NO. <b>12345678</b>	FIRST DATE TO USE <b>OCT 5, 2010</b>
	NEBRASKA WIC PROGRAM 301 CENTENNIAL MALL, SO LINCOLN, NE 68509	SOUTRAV SECURITY STATE BANK HOWARD LAKE, MN 55349 76-1248/919 ACCT # 804 607	NE WIC USE ONLY <b>12345678</b>	PURCHASE DATE / / LAST DATE TO USE <b>NOV 4, 2010</b>
FOR PURCHASE OF AUTHORIZED WIC FOODS ONLY			FTYPE <b>CAT</b>	PRY TO THE ORDER OF
1 BOT 64 oz Juice			PURCHASE AMOUNT	
36 OZ (OR LESS) Cereal			CORRECTION ONLY	
1 16OZ Bread, Tortillas or 14-16oz Brown Rice			DOLLARS	CENTS
2 GAL 2%, 1%, AND/OR SKIM Milk			\$	
1 DOZ Medium OR Large Eggs				
****	***	*****	NOT PAYABLE WITHOUT VENDOR ID STAMP	
****	***	*****	AUTHORIZED SIGNATURE (MUST BE SIGNED AT RETAIL COUNTER)	
****	***	*****		
****	***	*****		

VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM FIRST DATE TO USE

**16 OZ Bread, Tortillas or 14-16oz Brown Rice**

**Shelf Labels:** It is part of your WIC Retail Vendor Agreement to only use the shelf labels from the Nebraska WIC Program to identify WIC approved foods. A new set of shelf labels with the new food changes will be sent to you in the next few weeks. The provided labels are food product specific and in some cases brand specific. They should be placed in close proximity to the identified food. The WIC shoppers are instructed to look for the shelf labels to help them identify the correct WIC foods.

**WIC Approved Foods Booklet:** There is an updated new WIC approved food list booklet to reflect the new foods authorized as of October 1, 2010. These booklets are included in this mailing. More are available upon request from your local agency WIC vendor manager. **Each check out should have a booklet as a ready reference for your cashiers.**

**New Foods October 1, 2010 Posters:** Posters highlighting the new authorized foods coming October 1<sup>st</sup> are also provided to you to help train your employees on the new foods and are included in this mailing. More are available upon request from your local agency WIC vendor manager.



## Formula Change – Enfamil Premium Replaces Enfamil LIPIL

- **Enfamil Premium will be our standard milk based formula effective October 1, 2010**
- **Minimum inventory will change from Enfamil LIPIL to Enfamil Premium effective October 1, 2010**
- **Inventory Requirement: Must be available at all times regardless of the number of purchases made throughout the day as outlined below**

Infant Formula	Units/Kinds Allowed	Required Inventory for Infant Formula for Grocery Stores	
		1 – 10 Front-End Registers	11+ Front-End Registers
Enfamil Premium	12.5 oz. Powder	6 cans total	24 cans total
Enfamil Premium	13 oz. Concentrate	Must be able to supply upon request	Must be able to supply upon request
ProSobee & Other Formulas		Must be able to supply upon request	Must be able to supply upon request

## Other Formula Changes & Updates

There are several changes in labels on formula. The changes include the following.

- **Enfagrow** toddler formulas dropped the Next Step and added **Toddler**.
- **Similac NeoSure** is replacing the 12.8 oz. can of powder with a 13.1 oz. can. Because both sizes may be available for awhile, we are offering both choices on the check. This is to alleviate confusion and problems at the stores. The number of cans per check does not change.
- **Similac Alimentum** has added **Expert Care** to the label. Container sizes are the same.
- The word **LIPIL** has been removed from the labels of **Gentlease, Enfamil AR, and ProSobee**. In addition the graphics have been changed from the Peter Rabbit bunny to a duck.



## **WIC Training Reminder!**

Every year training is to be provided to each authorized WIC retailer. This year, annual training is being completed by sending this WIC training review to you. As your store's contact you are required to ensure that all staff involved in WIC transactions are trained and informed about the WIC Program. This training is to be documented and may be reviewed by WIC staff during monitoring visits. An example of a form to record training is included in your Cashier Training Toolkit which you or your store representative received at your store's contract training session. Training resource materials for you to use include the following.

Your **Nebraska WIC Vendor Handbook** is an easy to use reference tool for you and your employees and should be regularly reviewed.

- It outlines your major responsibilities as a Nebraska WIC retailer and is a guide to the WIC rules.
- The contents of your handbook include: WIC BASICS, WIC FOODS, MINIMUM INVENTORY, WIC CHECKS, WIC VENDOR SANCTIONS, and your WIC VENDOR AGREEMENT.

There are training resources specifically designed for your cashiers such as the **Cashier Training Toolkit, Cashier Training Video, Nebraska WIC Approved Food List Booklet, and the Cashier's Guide to WIC – an interactive CD.**

- **Cashier Training Toolkit:** This guide provides instructional planning tools and training activities that can be duplicated and used in your own store's cashier training program.
- **Cashier Training Video:** This training tool is designed to help cashiers understand the WIC program and to better work with WIC clients. The video is included in the Cashier Training Toolkit.
- **Nebraska WIC Approved Food List Booklet:** Place one of these at each register as an additional reference tool for your cashiers.
- **Cashier's Guide to WIC:** An interactive CD that helps cashiers apply selecting the correct WIC foods and completing the WIC transaction.

The **BOOKKEEPER'S GUIDE TO WIC** is a resource that is especially helpful for your bookkeeping staff as it outlines the steps to follow for processing WIC checks and for problem checks. It is included in the **Vendor Handbook**.

An Employee Training Planning Guide follows to assist you in planning and delivering an effective and efficient training. If you would like assistance in utilizing any of these resources or in setting up a training program/session for your employees, please contact your Local Agency WIC Vendor Manager.



# Employee Training Planning Guide



## Introduction

Proper training of employees can increase customer satisfaction, reduce errors and save your store time and money. Your contract requires that you provide training on the WIC program and related procedures to involved employees – primarily cashiers and bookkeepers. Specific WIC training activities have been developed to make it easier for you to plan and deliver effective and efficient training programs.

## Step 1: Select Training Activities

### Cashier Training

Use the sheet titled “Cashier Training Activity Selection Guide” included in your **WIC Cashier Training Toolkit** to help you select the training activities for your training program. You can add your own activities and/or modify the activities provided to fit your situation, but please use the sheet titled, “WIC Cashiers Learning Objectives” to ensure that all listed objectives are included in your final training program design.

### Bookkeeper Training

Find the sheet titled “Bookkeeper’s Guide to WIC” included in the **Vendor Handbook**. Use this sheet, the WIC training video and other reference materials from the Vendor Handbook to help you design a training program for your store’s bookkeeper(s).

## Step 2: Conduct Training

Deliver training using the materials provided. Each training activity includes an instructor’s sheet with suggestions for preparation and delivery.

## Step 3: Give Assessment and Award Certificates (optional)

It is recommended that you provide the post-training assessment to employees as a method of assuring quality in training events. A 20-question assessment is included. Please maintain the security of this assessment. A certificate for completing the training and passing the assessment also is included in this toolkit. Although the assessment and certificate are not to be interpreted as guarantees of proficiency, they are useful training tools. The certificate also can be found on the state WIC Web site. The online file can be downloaded and edited to add the employee’s name and date of completion.

## Step 4: Document Training of Employees

Once training is complete, record the training event. A training log is provided in the **WIC Cashier Training Toolkit**. You are not required to use this form, but your store is required to maintain documentation of the training. This documentation must be ready for your vendor manager to review at any time. An electronic copy of the training log is acceptable; a hard copy is not required. The electronic version is available as a downloadable file on the state WIC Web site.



